VX520 EMV Upgrade Quick Tips

These tips will help you with the VX520 Download Instructions.
If anything comes up and you need us, use the contact information listed above to give us a shout.

1. **What does the new update do to the VX520?**
   Your VX520 will be able to process EMV/chip cards and the menu view options will change.

2. **What do I need to have in order to update my VX520?**
   Please have your VX520 terminal plugged into a power supply, connected to the internet, with ports 443 and 80 open. If you need help, feel free to give us a call.

3. **How long will the new update take?**
   You can expect the entire download process to take approximately 10-15 minutes to complete.

4. **Can I perform multiple downloads on several VX520 devices at once?**
   As long as each terminal has its own power supply and internet connection, you can perform several downloads at once. However, we recommend performing only one download per person. If you wish to complete several at once, it'd be wise to recruit a few friends to help. Assign everyone their own VX520 to update and have a download party.

5. **What if I skip a step?**
   If you accidentally skip a step, you can try to start over from the beginning. However, if you'd like some help, don't hesitate to call us at the number listed above.

6. **One of the steps listed in the instructions doesn't appear on my VX520. What should I do?**
   Attempt to continue by moving to the next step. If this does not work, contact us for help.

7. **How do I use the Alpha Key to turn numbers into letters?**
   On the VX520 keypad, each number has letters printed next to it. To use the **Alpha Key**, press the number with the letter you need and then press the **Alpha Key** to cycle through the characters. For example, to select the letter **N**, press **6-Alpha-Alpha**. To select a period (.), press **1-Alpha-Alpha-Alpha**. To get a colon (:), press **#-Alpha-Alpha**.

8. **Do the letters need to be capitalized?**
   Characters are not case-sensitive, so there's no need to worry about this.

9. **How do I clear out what I have typed?**
   If you need to clear out anything on the terminal's screen, press the Yellow Key.

10. **What if I lose internet during the process?**
    If your connection is lost, unplug the Ethernet cable. Wait a couple of seconds, then plug it back in. If it does not reconnect, restart the terminal by unplugging the power supply. Begin the download process again from **Step 1**.

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11. What should I do if the terminal times out?
During the download process, it is possible for the terminal to time out. If this happens, a screensaver will appear that says the following:

```
Directed By
Verix eVo Multi-App
Conductor
Press Any Key
```

To return to the download process, press the **Red "X" Key**. You will be automatically returned to the *CommServer/Forte screen*. You will need to go back to **Step 1** and complete items A-H as listed on the **VX520 Download Instructions PDF**, available at forte.net/resources.

12. How soon can I process transactions after completing the download?
Once the update is complete, including the final EMV initiation step, you can process transactions immediately.

13. I have updated my VX520, but EMV is not working. What should I do?
Return to **Step 3** of the instructions and retry this final step. If this does not solve the problem, reach out to us.

14. How do I ensure I continue to receive the latest updates?
In order to receive the latest updates, leave your terminal on the main screen overnight. To return to the main screen, press the * key at any time.

15. I believe I have a version older than 6.0.5. How can I tell, and what do I do?
Download instructions vary slightly from version to version.

If you are currently on version 5.8.4, the final menu at the end of Step 3 will say *CommServer/Forte/CAM*. To update to 7.0.6 from this version, complete the entire download instructions through Step 3. If you are using Vantiv, you will need to complete one final step. Press **F3** for Forte. One minute will pass as the terminal loads. The *Credit/Debit/Check* screen will appear. Scroll up using the leftmost **Purple Key**. Press **F2** for EMV Initialization. This will take about one minute and return you to the *Credit/Debit/Check* screen.

If you are currently on version 6.0.5 and updating to 7.0.6, the final menu at the end of Step 3 will say *CommServer/XPI/Forte*. You should not need to run a final step if you previously completed the EMV Initialization for this terminal.

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